



## **QUALITY QUEST ASSESSMENT PROGRAM**

### **What is Quality Quest?**

The Quality Quest Assessment Program is one of TSAC's technical assistance programs that serves as a quality assessment of how well the financial aid office at your institution is administering Federal Title IV student aid programs and other programs administered by Tennessee Student Assistance Corporation.

### **How will Quality Quest help my office?**

The primary assessment tool is a comprehensive self-survey. After careful analysis and a short visit to the financial aid office, the TSAC Compliance Division will provide a report to the Director of Financial Aid. The Director may use this independent report to inform the institution of strengths and weaknesses of the financial aid office and to identify areas where additional resources are needed. Since the assessment is quite thorough, successful completion will serve as a postponement of the next scheduled TSAC program review. An added bonus of the assessment is that there is no liability associated with identified weaknesses.

### **What are the steps in the process?**

1. The Director of Financial Aid must officially request the Quality Quest Assessment in writing.
2. The TSAC Compliance Division will schedule a two-day, on-site visit that concludes with an exit interview.
3. The Director of Financial Aid will receive a self-survey questionnaire to complete and return to TSAC Compliance Division with requested attachments (i.e., Financial Aid Policy and Procedures Manual, the institution's most recent catalog, financial aid consumer information not contained in the catalog, prior year and current year cost-of-attendance budgets, samples of verification worksheets, award notifications and other institutional forms used in administering financial aid, the most recent A-133 or Independent Audit or Program Review, and Financial Aid Office Organizational Chart.
4. The Director of Financial Aid will receive a final report approximately 30 days after the institutional visit.

**What will it cost?**

There is no charge for this service. TSAC provides this service to any institution that participates in either the Federal Family Education Loan Program with a TSAC guarantee or any of the other programs administered by the Tennessee Student Assistance Corporation.

**How do I apply?**

Apply by contacting Karen Myers, Compliance Specialist, in the TSAC Compliance Division by telephone, 615-253-7444 or e-mail at [karen.myers@state.tn.us](mailto:karen.myers@state.tn.us).